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Number: CSB-150109-1

Released: 9<sup>th</sup> January 2015

Modified:

Subject: FG-80C fails to load FortiOS image 5.2.x

Product: FortiGate

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### Description:

FortiGate models listed below may fail to boot up if an upgrade to FortiOS 5.2.0, 5.2.1, or 5.2.2 is attempted. This may occur if the FortiGate model has BIOS version earlier than 4000007.

The device BIOS version can be found using the following command:

```
FW80CM39000000000 # get sys status
Version: FortiWiFi-80CM v5.0,build0292,140801 (GA Patch 9)
Virus-DB: 16.00560(2012-10-19 08:31)
Extended DB: 1.00000(2012-10-17 15:46)
IPS-DB: 4.00345(2013-05-23 00:39)
IPS-ETDB: 0.00000(2001-01-01 00:00)
Serial-Number: FW80CM39000000000
Botnet DB: 1.00000(2012-05-28 22:51)
BIOS version: 04000006
Log hard disk: Not available
```

### Affected Products:

**FortiGate:** FG-80C, FG-80CM

**FortiWiFi:** FW-80CM, FW-81CM

## Resolution:

The FortiOS 5.2.2 software images for the FG-80C, FG-80CM, FW-80CM, and FW-81CM products have been rebuilt and re-posted on the customer support web site in the download section.

The applicable images have a modified date of: 2015-01-06

Only images with the modified date as stated above should be used for FortiGate 80C models running 5.2.x software.

Technical Support Contact Information: [http://www.fortinet.com/support/contact\\_support.html](http://www.fortinet.com/support/contact_support.html)

Fortinet technical support home page: <https://support.fortinet.com>

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